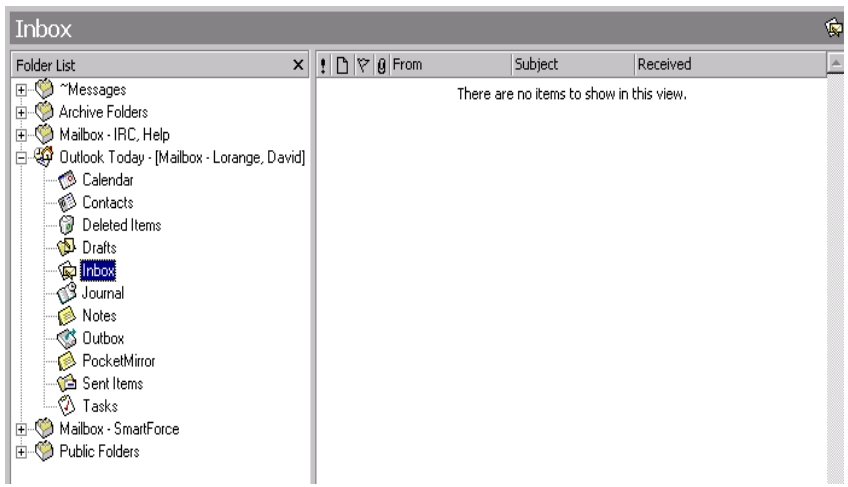

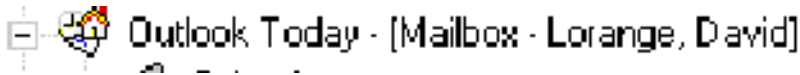


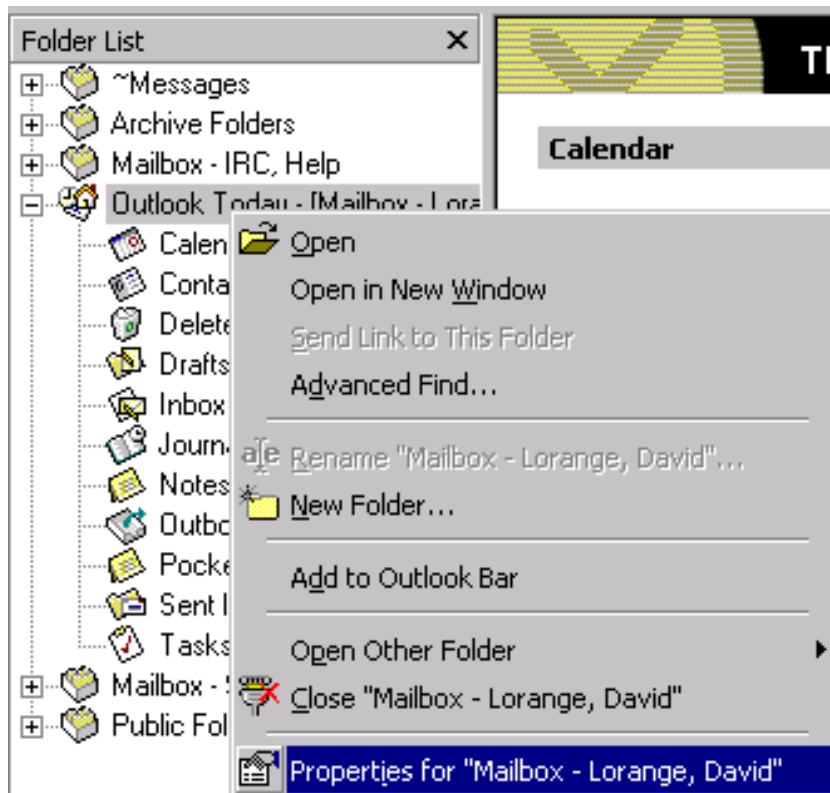
Mailbox is Over its SIZE LIMIT

My Mailbox is Too Big

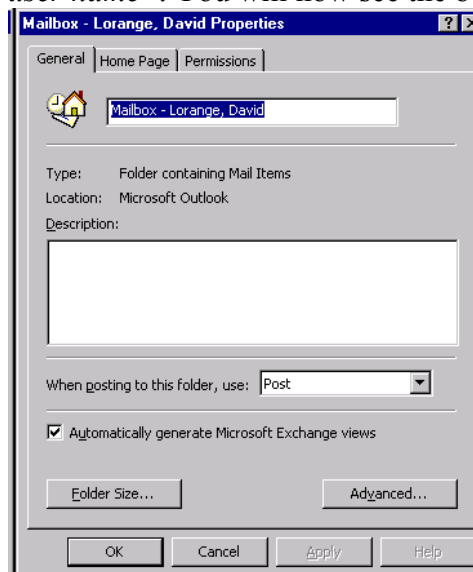
If you have ever received this message from your System Administrator telling you that your mailbox has exceeded the 15MB user limit, then this job aid is for you.

Step	Action
1.	You must first understand that your ~ Messages or Archive (messages.pst) folder is not at issue. Currently, there is no limitation on the size of this file. A practical size limit of 150MB is recommended because .pst files can become unstable beyond that size.
2.	<p>The file we are concerned with is your “Outlook Today”- (Mailbox with your name.)</p> 
3.	<p>This mailbox is an online storage account. It resides on the exchange servers. Each user is limited to 15MB in size. You will not be able to send e-mail if it exceeds 20MB. Your mailbox delivery should be sent to this mailbox folder, not your (.pst or ~ messages). Outlook Today will always be assigned to the servers to which mail is delivered. The Outlook Today icon  should be in front of your Mailbox; if not your delivery is not correctly set. (Come and see the IRC staff). If correctly set you icon should look like this:</p> 

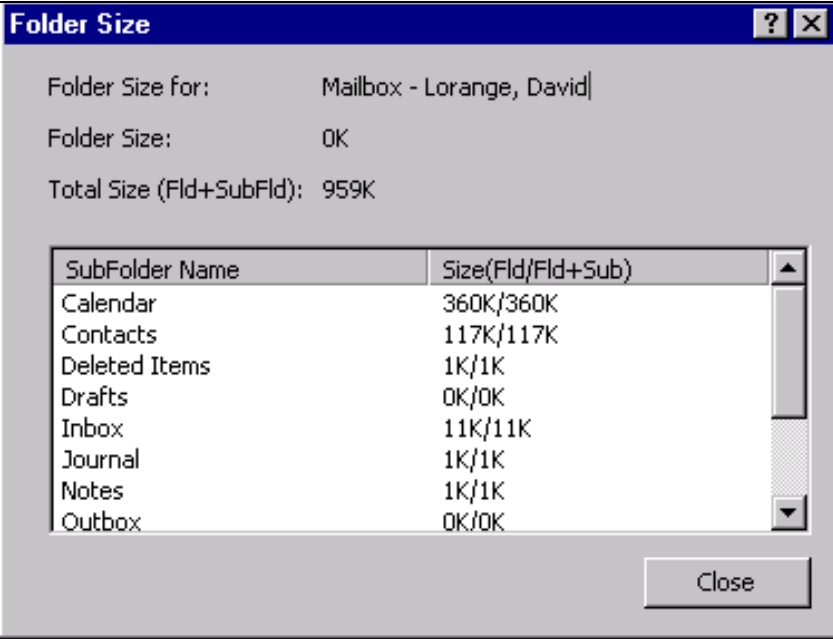
4. Now you should find out the size of your Mailbox folder by **right** clicking on the Mailbox- *user name* service in the folder list window.



5. As in the screen shot above, select *properties* for “Mailbox – *user name*”. You will now see the below screen shot:



6. Click on the button *Folder size* in the lower left hand corner. The below should appear:

	
7.	<p>This dialog box (see above) will give you the information as to which folders are large in size and must be emptied to get you under the 15MB limit. The two folders most commonly known to cause this problem is the “<i>deleted</i>” items folder and the “<i>Sent</i>” items folder. You must select all the items in the folder and delete them or move them to your corresponding folder in your ~ message personal folder. Please be sure to check your “<i>deleted</i>” items folder before you leave and delete them as well. This will allow you to keep your Mailbox folder empty and under the 15MB allowance.</p>